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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I switched to Sonic from AT&T after I spent hours and hours over the course of several days on the phone with AT&T over a problem with my modem. I had to speak with numerous people both in the USA and abroad and got different answers from everyone when the only issue was that my modem needed to be replaced. AT&T then said they were sending a new modem and never did. AT&T has terrible customer service, is expensive and frankly does not know what they are doing.

I have been absolutely thrilled with Sonic. The few times I have had to call them for a problem, they pick up the phone in a timely manner and work diligently until your matter is resolved. In addition, you speak with an actual employee not someone who works at a call center. They are also very reasonably priced.

We desperately need broadband competition and we need to keep our costs down and our services high. Why do we need to give more money to AT&T so they can provide bad customer service at exorbitant prices? I hope the FCC will understand the need to keep competitive providers competitive.

Kind Regards,

Roberta Economidis